

We need you to tell us what you think.

**Directorate for Adults
Consultation: Changes to Social Care Provision**

**Guidance and information to help you complete
the questionnaire**

Revised 29 June 2011

Section 1: Strategic Priorities

The Directorate for Adults has seven strategic priorities that we think are important in helping people live independently in their own communities. We want to make sure Manchester has services in place for everyone who needs support. This doesn't always have to come from the Council; this may come from voluntary and community sector services.

The seven strategic priorities are listed below.

1 Reduce worklessness

High numbers of people are not working in Manchester. They include people who are: unemployed, long-term disabled and temporarily sick, students and people looking after families. Worklessness is a big problem in Manchester.



Poverty, family breakdown and educational failure contribute to worklessness. The current financial situation and the increase in unemployment have made it more difficult for people to find work.

We want to help people to find and stay in work. We work with local employment and skills agencies to help people get work or access opportunities.

2 Support independent living

We want people to have choice and control over their lives so that they can:

- Take care of themselves
- Live full, active and healthy lives
- Join in with other people
- Enjoy the good things in their local community



Services and support can help people to take control and make decisions about themselves; they also assist carers to support the person they care for.

3 Prevention and early intervention

In the future, we will need to help a growing number of people with support needs to enjoy the best quality of life. We believe this means we need to invest in prevention and early intervention services which everyone can use.

Prevention services are there to protect people from their health getting worse, or to help them to manage their own lives as much as possible. It includes things like exercise schemes, information services and social clubs. Having a good range of preventative services means people can manage their everyday lives better and do not need to rely on the Council's social care services.

4 Personalisation

Personalisation means you will have more say in how you are supported to be more independent. Your support may come from family, friends, neighbours, and local services in the community as well as the Council.



We want to make sure that there are local services that can support you to manage your life and join in with things going on in your community.

5 Support families and adults with complex needs

Families and adults with complex needs require support from many services.

We want to make sure that a range of services can support them to stop situations getting worse, or to help them to manage their own lives as much as possible.

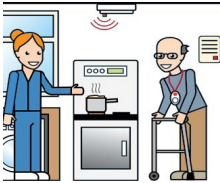


It includes things like advice and information, family intervention projects, help to get training and employment, and making sure that children are attending schools.

6 Support people to recover from crises in their life

This is support for a short time to help people get back on their feet after a crisis. Crisis can be things like being in hospital, a fall, or a car accident.

This helps a lot of people to get back to their usual life quickly and would save them needing more care and support services in the future.



Reablement is an example of a service which helps people to live independently.

7 Promote equality

We think everyone should be given the same chances to live independently.



People are living longer, we want to make sure people live in a healthy way so they can enjoy their lives, not get ill or have bad health when they are older. It is good news that people who are born with a disability are living longer too. People with disabilities and their families want better services so their lives can be as good as everyone else.



We want to make sure we are being fair to different kinds of people; that there are information and services to support them.

Section 2: Redefining the Social Care Offer

“Integrated Community Provision” is the name of the division which delivers social care services for adults in Manchester. This is where social work, equipment services, reablement and assessment services belong.

It is the part of the Adults Directorate that assesses your social care needs and agrees how much support you need to meet those needs.

Over the next two years, the division is looking to make savings of £17m from services. Savings and efficiencies in the way we work and what we do have been proposed.

The division has identified £8.2m worth of savings. Part of these savings will be generated through working smarter.

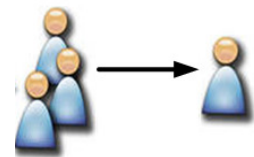
Working smarter means;

- spending less
- changing the way we work
- improving services



Some of the savings are already happening. For example:

- We are bringing three assessment teams together into one new primary assessment team. You will only have one visit instead of three to assess your needs.



- We are reducing managers and staff to the minimum.



- We are looking at technology to support flexible working for staff to reach more customers and not be office based

- We are changing the way we buy equipment and adaptations to buy in bulk and get things cheaper.



- We are making efficiencies in the running of the Manchester Learning Disability Partnership including using bigger properties and getting better value for money from care services.

- The Contact Service will be issuing small pieces of equipment to customers directly and completing reviews by phone.



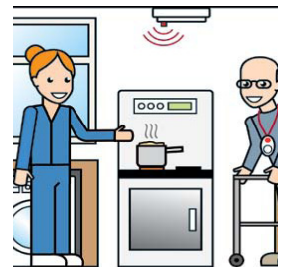
- You will still be able to use a mixture of different types of individual budgets, e.g. 'Cash', 'Virtual', 'Individual Service Fund'.

We propose to change our social care offer in 3 ways.

Even after making savings through efficiencies the Adults Directorate still has to look at achieving additional savings (£8.8 million) through changes to how we offer social care. Our proposals are:

1. Increasing our reablement service.

Reablement is support for about 6 weeks for people who need help to get back up to speed and live as independently as possible after being in hospital, or after an accident or fall for example.



Customers have told us that they prefer to stay independent for as long as possible.

We proposed to increase staff by 40 and support 85% of all social care customers to use reablement.

Our recent experience has shown that half of the people who use reablement do not need any support afterwards as they have regained their independence. This means that the more people who have reablement, the less we need to spend on them having things done for them by someone else.

We estimate that we will achieve £3.2m of the necessary saving through the reablement initiative over two years.

2. Prevention and Innovation.

We want everyone to have a good care plan that gives them choices about what is best for them.

We want to make sure that our customers have the right care and support that they need. If you are already receiving services from the Council your Social Worker will check with you that everything is going well at least



once a year. This is called a review.

When we review everyone's needs we will look at Prevention as well as innovative services that can meet customer's support needs. We will put in place support plans and care packages that focus on health and wellbeing and independent living.



This would lead to a reduction in face to face services like home care for some people.

Prevention means trying to stop situations happening and supports you to manage situations differently.

Examples of what we propose:

- Checking your home for any thing that might cause a fall so preventing injury and admission to hospital.
- Increasing use of home monitoring services (such as Telecare; e.g. a system that activates lights when people get up in the night).



Innovation means better use of equipment and community, friends and family support, use of text alert systems or environmental control systems.



For example some people with dementia get a visit 4 times a day to remind them to get up, eat, take medication. Some people have found that a text alert reminds them to complete these tasks without the need for a visit. Some people have told us that they prefer this because it promotes their independence. We are therefore able to take account of this in designing their care plan.



In addition, we plan to make savings by making reviews more straightforward and cutting duplication with assessments made by external partners such as the health authorities.

In total we estimate that we can achieve £2.6m of savings in this way over two years.

Using technology to meet needs

Example 1:

John is a young person who works. He has been assessed as needing support to do his shopping and banking and receives funding from the Council for this. He could be supported to combine his funding with access to work monies and purchase a laptop for use in both settings to meet his needs at work and also to meet his needs to do his food shopping and internet banking.

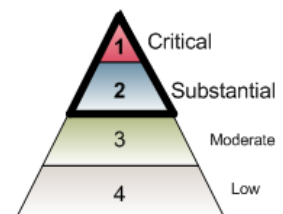
Example 2:

Ethel uses an electric scooter to go out independently but is worried that she will get lost and not be able to find her way home and therefore has stopped going out. In future we propose to use GPS technology to support Ethel to maintain her independence.

3. Changes to the resource allocation system.

We will continue to support vulnerable customers but we propose to make some changes to the way we allocate money through the 'resource allocation system' for new and existing customers. This system gives points to each area of need we identify with each point worth a certain amount of money. The system is relatively new and we are constantly seeking to improve and refine it.

We will not change the eligibility criteria which mean that those assessed as having substantial or critical needs will continue to have those needs met, but needs will be met in different ways and there would be some changes to the services they currently receive.



For example, at present we provide money for personal care, for shopping, for budgeting and for pension collection where we assess someone as having relevant needs. In some cases we consider that those needs can be met in ways which do not require the level of funding currently provided by the Council. If we change the way that we meet some of these needs we can save money but still make sure that people's needs are met.

Moreover, the way that the point allocation system currently works means that some people with more than one identified care need which can be met at the same time, currently receive funding to meet each area of need. We will seek to remove this unnecessary

duplication in the resource allocation system.

We recognise that everyone is very different and at a person's assessment or reassessment we will work through options that are available to meet the person's needs with them; this will be very personalised and different for everybody.



Example 1:

Now

Jane has been referred to us for an assessment and we have decided that she has eligible care needs. Under the current system she would receive funding for a package of care to meet all of her needs. She would use her funding to pay a home carer to meet her needs in all areas like shopping, pension collection, cooking her meals and personal care.

Future

In discussion with Jane, we are able to identify other ways that Jane is able to obtain assistance with shopping, pension collection, cooking her meals and other aspects of her life. For example, by use of shopping delivery via the internet or phone orders and arranging for her family to deal with aspects of budgeting and money collection. Jane could have frozen meals delivered to her home. At meal times, Jane would heat up the meal or her home carer who delivers personal care for Jane could heat it up for her.

Taking into account the ways that Jane is able to manage without some of the council funds, Jane would be awarded fewer points in relation to the provision of some services and there would be a corresponding reduction in the amount of money that she receives.

Example 2:

Now

Sean currently receives a funding allocation for personal care (e.g., bathing) and a funding allocation for assistance with preparing a meal.

Future

Sean's assessed needs for personal care and meal preparation can be met by a carer at the same time and the new Resource Allocation System would remove the allocation of points for meal preparation.

The proposed changes to the way we allocate money would mean:

- People would be expected to make use of community based and voluntary sector resources, equipment and adaptations, home safety packages and family support, e.g., use of a neighbourhood service.



- Using meals on wheels or frozen meal delivery only for customers who are unable to cook for themselves or combining this task with another visit we do for another need, i.e. personal care.



We estimate that this will lead to savings of £268,000 for the Council.

- Not allocating money for needs for domestic cleaning services, laundry and ironing, shopping or pension collection ourselves, where reasonable alternatives are available.

We would assist in arranging an alternative way to meet those needs, e.g. internet or phone shopping, working with services to deliver cash to you, you buying cleaning services yourself.



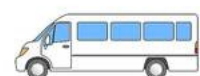
This will help us meet Customers' needs in the most cost effective way. We estimate that we can achieve £2.9m of savings in this way over two years.

4. Specific proposals (Please note that these two areas are not included in the £8.8 million saving but form part of the wider Adults budget delivery plan)

In addition to the changes relating to reablement, the resource allocation system and care reviews, we have made two specific proposals to save money:

1. There is currently a charge for transport to day services:

Now: People pay £0.40 per single journey and this has not changed for several years. The cost to the Council of running this service is a great deal more than the current



charge.

What we propose: There will be an increase in charges to £3.50 per single journey.

We estimate that the Council will save £75,000.

2. In the future we will only supply equipment which costs over £25. This will save the Council £240,000.

